

ADDITIONAL INFORMATION – FLAGGED LACARTE ACCOUNT

LaCarte accounts are flagged **if fraud is suspected**, especially when there are multiple purchases. Because of the flag status, another purchase is not possible until the cardholder calls the number on the back of the card.

Do not confuse this with an override, in which case, you would contact the DCFS Compliance Auditor.

What you should do if your card is denied to make additional purchases:

1. Call the number on the back of the LaCarte Card (Do Not give out this info, if you are called and are not sure about the caller)
2. Ask for Fraud/Security Department. If closed, ask for Customer Services, which is available 24/7

Be Prepared to Provide:

- **Your** Work Billing Statement Address and/or Phone Number (as entered on your LaCarte Enrollment Form)
- **Amount** of your Last Purchase
- **Store** of your Last Purchase
- **Your Home** Phone Number
- **DCFS** Billing Address (**627 North 4th St., Baton Rouge, LA 70802**)
- **DCFS** Billing Phone Number (**225-342-4225**)
- **DCFS** Program Administrators' Name – **Cheryl Broussard, Karen Goudeau**
- **DCFS Compliance Officer – Eulanda Batiste**
- **Other** information provided to the bank for security purposes

If you can provide the information required, your card will be released from the flagged status and can be used immediately. You should not be required to contact the Administrative Offices, especially after hours and on weekends. The Bank can and should remove the flag from your account. If your account is not restored in a timely period the bank will close your account.

If you cannot resolve, please call Administrative Services LaCarte Section for assistance @
225-342-4417 Cheryl Broussard
225-342-5599 Karen Goudeau
225-342-4225 Eulanda Batiste.

WHAT CAN YOU DO TO PREVENT CARD DECLINES?

Contact Bank of America advising of (multiple) purchases you intend to make.